

Every Day Records Are Delayed Is a Day **Cases Can't Close**

Commence's **Automated Medical Record Outreach and Retrieval Solution** automates provider outreach, retrieval, and ingestion, turning a 45-day manual bottleneck into a 12-day automated workflow.

Proven Results

Validated across two top-five national payers, with performance continuing to improve as provider adoption grew. Our solution is already delivering measurable results at scale.

The Problem

Records Are the Bottleneck. Not Your Investigators.

Records have to arrive, before a single fraud pattern can be analyzed. Manual provider follow-up, mail-based requests, and zero visibility into response rates create 45-day average wait times that stall cases before review can even begin. The fraud is there. The documentation isn't.

Without Commence

- 45-day avg. wait for records
- Manual provider follow-up
- Zero visibility into response rates
- Mail-based, inconsistent delivery
- Dedicated mailroom required

With Commence

- 12-day avg. retrieval time
- Automated outreach escalation
- Real-time SLA dashboards
- 100% electronic delivery
- Complete elimination of mailroom dependency

What Automated Record Retrieval Delivers

End-to-End: First Request to Investigator-Ready File

Automated Provider Outreach

Trackable, tiered requests replace manual follow-up. Initial outreach, reminders, and escalation are handled automatically, with no staff time required.

Provider Portal Retrieval

Records arrive electronically through a structured portal, cutting 45-day mail waits to 12-day delivery in a format that flows directly into ingestion.

Real-Time Visibility & SLA Tracking

Every request tracked live – pending, received, escalated. SLA dashboards ensure no case stalls on documentation and records status is always visible.

Seamless Handoff to Ingestion

Retrieved records flow directly into structured, investigator-ready case files. No manual reformatting. No data entry. Just the case.

45 → 12

Average retrieval time

100%

Electronic delivery, up from 55%

89%

Retrieval rate achieved

4:1 ROI

Returns \$4 for every \$1 invested

Ready to see it live?

info@commence.ai

The records exist. Investigations stall waiting for them. Commence closes that gap, and the data proves it. See what faster records look like in production.

Book 20 minutes with our team.

Greater Data for the Greater Good

*Based on publicly available NHCAA benchmarks. Actual recovery values will vary.